

Project Closeout Report

Project Name: Office Vision Mail

Agency: Department of Human Services

Business Unit/Program Area:

Project Sponsor: Jenny Witham, Tove Mandigo, JoAnne Hoesel, Brenda Weisz

Project Manager: Brenda Bulawa

Project Objectives	Measurements	
	Met/ Not Met	Description
98% of the 2.3 million OVM documents will be converted to a format that can be read by TECS, Child Support and Foster Care	Met	TECS converted 100% (102,215 records). Child Support (ES80) converted 99.9% (1,300,108 records), 56 records did not convert. Foster Care (PW20) converted 99.9% (2,330,258 records), 85 records did not convert. The 141 records that were not converted had no text or were empty. Application organization decided to disregard these documents
The current OVM product must be replaced by a product that gives us a very similar functionality as OVM provides today. DHS must be able to create, update, delete and print according to the business rules of Child Support, TECS and Foster Care.	Met	During User Acceptance Testing the application organizations tested their business rules. Each application organization approved to move forward on their implementation. Some functionality was not available and the application organizations made some compromises and work a rounds to meet the business rules. After implementation end users were asked to verify that business rules were accomplished.
This project will be completed by June 30, 2009	Met	This project was implemented by June 30, 2009.
Costs will be on or under budget	Met	Approved baseline cost was \$426,018, final cost was \$399,339.

Schedule Objectives			
Met/ Not Met	Scheduled Completion Date	Actual Completion Date	Variance
MET	06/29/09	6/29/09	0%

Budget Objectives			
Met/ Not Met	Baseline Budget	Actual Expenditures	Variance
MET	\$426,018	\$399,339	-6%

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Major Scope Changes

- No major scope changes

Lessons Learned

- Projects with a short timeframe require high sponsor involvement and early involvement of the maintenance team (Performing Organization).
- Projects with a short timeframe require consistent and frequent meetings to resolve issues as soon as possible.
- When working with outside vendors the schedule should take into account the contract negotiation period. The contract negotiation should be done in a timely manner.
- When dealing with multi vendors be aware of contract start and end dates.
- Outside vendors need to have access to project work management system (project repository). Currently access is global across an agency; it is not limited by charge codes.
- On-going costs needed to include for disk storage.
- Make sure that resources are available for the duration of the project.
- Due to the delayed start of this project and the constraint of having this project done by June 30, 2009 the team would have liked more time for user acceptance testing.
- The unexpected unavailability of the IBM resources caused several hours of delay during conversion while development created workarounds.
- The database team needs to be brought in sooner than conversion/implementation to ensure the correct sizing of ADABAS.
- Test region needs to include all applications; keep in mind each region has different settings.
- COBAL CICS program must be defined as CICS Key instead of user key in order to work with Natural.

Success Story

- All documents were converted (see project objective #1 above).
- The ability to print multiple copies of documents at one time.
- The ability to import an existing word document for a new template.
- We do not have document numbers stored in ADABAS without the corresponding OVM document; this has eliminated "document not found" errors.
- Documents no longer get stuck in maintenance mode, which than had to be manually corrected.
- Project was on time and under budget.
- Documentation was created for the creation of templates that were not available prior to this project.
- Child Support, Foster Care, and TECS are able to transfer templates from test (TST) to production (PROD) without ITD intervention. This can be done immediately without time delays waiting on other resources.